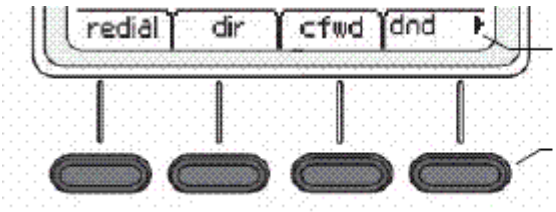
Cisco SPA Series IP Phone
User Manual

Operation

1 Making Calls

1.1 Basic Calling

To make a call just pickup the handset and dial the number then press the ***dial*** soft key.



Soft keys

Or

Dial the number and then pickup the handset

Or

Dial the number and press the function key for Speaker Phone

this will activate the Speaker Phone function. ***or***
If a headset is connected to the phone, calls may be made by pressing the function key for Headset.

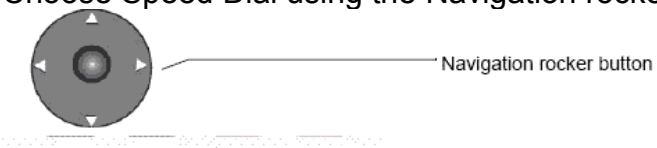
then dial the number.

Note. Use the volume function key to increase or decrease the sound.

1.2 Easy Dialling

Using the number stored in the speed dial directory. Press the function key with the ***MENU*** symbol,

Choose Speed Dial using the Navigation rocker button,



Press the ***select*** option using soft keys under the LCD display, Choose the number using the Navigation rocker button.

Storing Speed Dial Speed Dial (Setup button, 2)

Enter up to 8 speed dial numbers. To setup or edit Speed Dial, press the Setup button, then 2.

• To enter a new Speed Dial number, use the navigation button to move to a **<Not Assigned>** slot.

• To edit a previously entered choice, highlight the entry with the navigation button. Press the soft button under **edit**.

Use the number buttons to enter a phone number then press the soft button under **ok**,.If you enter the wrong information, before you press **ok**, press **delChr** to delete one character at a time or **clear** to erase the entry.

1.3 Redial

To redial the last number called pickup the handset and press the ***redial*** SOFT key twice.

2 Receiving Calls

2.1 Answering Calls

Lift the handset to receive the calls ***or***

Press the FUNCTION button for Speaker Phone ***or***

If a headset is connected to the phone, calls may be made by pressing the function button for headset then dial the number.

2.2 Answering a Call Ringing at another extension

1.Lift the handset and dial *8

2.Press ***dial*** soft key.

3 During a Conversation

3.1 Transferring a Call

Attended- You call the person to whom you are transferring the call and speak to

them before you transfer the call.
Blind- You transfer the call without speaking to the other party to whom you are transferring the call.

3.2 Performing an Attended Transfer

1.During an active call press ***xfer*** Soft button. The call is placed on hold and a new line open to dial the number.
2.Either: Enter the number to which you want to transfer the call and press ***dial*** .
3.Wait for the called party to answer and then press ***xfer.***

3.3 Performing an Unattended (Blind) Transfer

1.During an active conversation press ***xfer*** Soft button.
2.Enter the number to which you want to transfer the call and press dial then press ***xfer*** again. The call is now transferred.

3.4 Holding a Call

To put a call on hold, press the Hold button. A series of beeps indicates the call is on hold.

3.5 Talking to Two Parties Alternately

If a call comes in while you are on another call, press
1. **Hold** to answer the second call. The LCD displays both calls, and the **Resume** soft key appears. Use the **Resume** soft key to toggle between calls.
When you hang up one call (on-hook), you can press
2. **Resume** to retrieve the call on hold.

*Note: press **Resume** while the phone is on-hook; otherwise, the **Resume** soft key disappears.*

To retrieve the call on hold, press
3. **Resume** and pick up the handset (or press speaker/headset).

3.6 Answering Call Waiting

Activate Call Waiting by dialling *****56***
Call waiting alerts you when you are on a call by ringing and displaying a status message that you have another incoming call. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message.

To answer the call
1. Disconnect the current call and then talk to the new party
2. Hold the current call and answer the new call

Deactivate Call Waiting by dialling **57

3.6 Using Mute

To mute the phone microphone, speaker, or headset microphone, press the mute key on the phone. The button glows red. Press the mute key again to

unmute.
If no audio device is on, pressing the mute key has no effect. When switching from the speaker phone to the handset, mute is turned off automatically.

3.7 Using the Speakerphone

To use the speakerphone, press the ***Speaker*** button (the handset can be either on

or off hook).

3.8 Using the Headset

Wired headsets—Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone. Press headset key to activate the headset. This can be done while using the handset to transfer the call to the headset.

4 Before Leaving Your Desk

4.1 Forwarding Calls

You can forward all calls, forward calls when the phone is busy or forward calls when there is no answer.

4.2 Forwarding All Calls

Using the cfwd sofkey:

1.Press the ***cfwd*** softkey.

2. Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line.
3. Press ***dial***. The LCD screen displays Calls Forwarded.

Using the star code:

Press **** * 72*** press and enter the number to which to forward all calls.
Using the Setup button:

1. Press the ***Setup*** button and select Call Forward > CFWD All Number.
2. Press ***edit*** soft key.
3. Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.
4. Press ***ok***..
5. Press ***save***.

4.3 Forwarding Calls When Your Phone is Busy

Using the star code:
Press **** *90*** , dial the number to which to forward calls.

Using the Setup button:

1. Press the ***Setup*** button and select Call Forward > CFWD Busy Number.

2. Press the ***edit*** soft key.
3. Press ***ok***.
4. Press ***save***.

4.4 Stopping Call Forwarding

To stop forwarding calls, press the ***cfwd*** softkey.
You can also stop call forwarding by pressing the ***Setup*** button and selecting Call Forward > edit. Press ***clear***, then press ***ok***. Press ***save***.
Using star codes:

- Enter **** *73*** to deactivate call forwarding.
- Enter **** * 91*** to deactivate call forward busy.
- Enter **** *93*** to deactivate call forward no answer

5 Setting the Telephone According to Your Needs

5.1 Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. 5
If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

5.2 Activating Do Not Disturb

Using the ***dnd*** softkey:

To activate Do Not Disturb, press the ***dnd*** soft key. The LCD screen indicates that Do Not Disturb is turned on for your phone.

5.3 Deactivating Do Not Disturb

Using the ***dnd*** softkey:

To deactivate Do Not Disturb, press the ***dnd*** softkey.

Using the Setup button:
You can also deactivate Do Not Disturb by pressing the ***Setup*** button and selecting *Preferences* > *Do Not Disturb*.

Using the star code:

Enter **** *79*** to deactivate Do Not Disturb.

5.4 Calling Line Identification Restriction

Dial ***0197*** before dialling the telephone number to restrict your line identification.

5.5 Utilising the Call Center

Queues allow you to create a dynamic pool of people that are able to take calls. When callers are directed to a queue they are placed on hold and then the system tries to connect the call to available “agents”. Staff can be permanently assigned to a queue or can log on and log off the queue when appropriate.

This queue number has to be set up by Conversant.
To log into the queue Dial the ***queue number*** then press *******
e.g. If the queue number is 1234, dial 1234*

To log out of the queue
Dial ***queue number*** and * *
e.g. If the queue number is 1234, dial 1234**

5.6 After Moving to New Location in the Office

After moving to a new location in the Office just plug in the phone and the phone will continue working with all current settings.

5.7 Walking Extension(Hot Desking)

You can use the same features assigned on your previous extension even if you move to another extension in the office. You can retain your settings, such as extension number line button settings, on the new extension.

1.Dial ***12**, ***dial*** on your current extension to log out.
2.Go to the extension you want to use and dial *12 ***dial*** to log out of its current settings.
3.Dial ***11**, ***dial*** wait for the voice prompt, dial the extension number then **#**, at the voice prompt enter your extension pass word (by default extension number)and **#**.
4.Calls to your extension number will now ring at the new location.
5.When you are ready to go back to your original extension follow the steps from step 1.

Note. Display settings on the extensions will not change.

5.8 Viewing the Call History Lists

To view the Call History lists:

1. Press the ***Setup*** button.

2.Select Call History using the ***navigation rocker*** button.
3.***Select*** the Call History list you want to view. Available Call History lists are:

- Redial List—Shows the last 60 numbers dialed from your phone.
- Answered Calls—Shows the caller ID of the last 60 answered calls.
- Missed Calls—Shows the last 60 missed calls.

5.9 Calling from the Call History Lists

To dial a number from one of the Call History lists:

1. Choose the call.
2. Press dial.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press the Edit soft key to edit the call and use the soft key buttons and keypad to edit the number.

5.10 Deleting a Number from the Call History Lists

1.In the Redial, Answered Calls, or Missed Calls list, choose the call.
2.Press ***delete***.
3.Press ***OK***

5.11 Saving a Call History List Number to Your Directory

1.In the Redial, Answered Calls, or Missed Calls list, choose the call.
2.Use the navigation button to scroll to the right to access more soft key button options, and press save.
3.Edit the information (if desired) and press save again. The entry is added to your directory.

5.12 Changing the ring tone

1.Press ***Setup*** button
2.Choose Ring Tone using the ***Navigation Rocker button***.
3.Press ***select***
4.Press ***change***
5.Choose from the 10 ring tones available using the ***Navigation Rocker button***
6.Press ***select***
7.Phone will now ring with the new ring tone.

5.13 Conference Call

To initiate a three way conference call:

1. Press the ***conf*** soft key during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
2. Dial the second person's telephone number and wait for them to answer.

3.Press the ***conf*** soft key again. All three parties are connected in the conference call. When you hang up, the other two parties are disconnected.

5.14Voicemail

Red message light will be lit on the top of the phone to indicate new messages in the mail box.

a. To listen to messages press the Voicemail function key (the one with the envelope symbol) > Enter your extension password > Follow the voice prompts.
b. To check your message from outside. Dial 9507670 when prompted enter your customer number, enter maibox number, enter your password and then access your voice messages.